



# Bringing the Basics Back to WITS2001 Billing

**Federal Technology Team**  
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- Enhance the understanding of WITS2001 billing
- Ensure compliance with WITS2001 policies & procedures
- Define the roles & responsibilities of the GSA Billing Manager, the Designated Agency Representative & the Vendors



- WITS2001 Application Form
- WITS2001 Designated Agency Representative Form
- GSA Designated Agency Representative (DAR) Appointment Form
- WITS2001 Billing Account Code (BAC) Form
- Forms can be obtained from the Customer Account Manager or electronically from the WITS2001 vendor's website
  - » Verizon: [www.WITS2001.com](http://www.WITS2001.com)
  - » Qwest: [www.WITS2001.qwest.com](http://www.WITS2001.qwest.com)



- Centralized Billing Accounts: The WITS2001 vendor invoices GSA/NCR and GSA pays the vendor and then bills the WITS2001 customer via an E-Bill on the TOPS Web Site ([www.TOPSbill.FTSbilling.gsa.gov](http://www.TOPSbill.FTSbilling.gsa.gov))
- Direct Billing: The contractor invoices each customer that uses direct ordering and provides supporting billing data. Each customer verifies their invoice and directly pays the contractor
- Cost: The rates are the same whether a customer is Centralized or Direct Billed



- Authorizes service orders on the WITS2001 contract for the agency they represent
- Ensures their agency has the available funds for service orders processed
- Responsible for reporting any changes to their customer profile to GSA Customer Relations Management Center (CRMC ) (i.e., DAR change, billing address, add/remove Billing Account Code, etc.)
- Complies with the referenced Contract, the Agency's policy and the Federal Acquisition Regulation (FAR) and other applicable regulations



## The Billing Inquiry Process



- Customer contacts the WITS2001 service provider who collects a detailed description of the dispute
- A ticket number is issued for the customer and GSA is notified by the vendor that a ticket has been opened
- The service provider researches the customer's request and determines the appropriate action required and forwards to GSA/NCR for final analysis
- After the final review by GSA, if an adjustment is required, GSA will adjust the client's E-Bill within 1-2 billing cycles



- Chargeback – A process by which a customer can recover charges that have already been withdrawn from their account. This process gives the customer temporary relief until the disputed charges are resolved
- Customers should only chargeback the portion of the bill which has invalid charges
- Prior to charging back an item the customer should open a billing dispute ticket number with the associated WITS2001 Vendor



- A bill becomes delinquent 45 days from the date of the customer's bill
- Customer invoice payment is due upon receipt of the bill
- For customers who have access to TOPS, the E-bill is available the 4<sup>th</sup> working day of every month
- For Direct Bill customers, refer to the Vendors Website for instructions





- **Incorrect Customer Billing information**

Report all billing address, Agency Location Code (ALC), DAR appointee and/or BAC changes, Line of Accounting changes, etc., to GSA and your service provider as soon as possible

- **Service Address change**

When relocating or after a reorganization, remember to place disconnect orders to ensure that you are being billed accurately

- **Service Order**

Verify your service orders and use the billing process for adjustments



## Provide Oversight and Administration for all WITS2001 Billing Accounts:

- Establishes and updates WITS2001 customer accounts in TOPS/Morris system (Centralized and Direct accounts)
- Reviews final disposition of customers billing inquiries and makes adjustments on Customer E-Bills
- Finalize billing discrepancies for centralized accounts
- Provides oversight and reconciliation on WITS2001 Direct Bill Accounts





## Points of Contact

### Billing Inquiries



**Verizon Customer Service Center**  
**DOD Customer Care Center**

**1-800-381-3444** option 5  
**(703) 697-2193**

**Qwest Customer Care Team:**

**(877) 291-6121**

**Establish Account or Change Account Information**  
**GSA Customer Relations Management Center**

**(202) 708-8100**

**Telecommunications Ordering and Pricing System (TOPS)**  
**Access and Help:**

**1-877-944-8677**

